



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Our ref: N/A
Your ref: 14 June 2021
Date:
If you have any difficulty in obtaining the above telephone number please email enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2021-40-45)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 30 April 2021. Our response is provided below:

Q1 Can you please provide the contract start and renewal date for the Fire and Rescue Service's current corporate telephony system(s) within the contract(s)?

Northamptonshire Fire and Rescue Service (NFRS) are currently out of contract.

Q1a If a separate telephony system is used to receive non-emergency and/or 999 calls within the Fire and Rescue Service's control rooms, can you also please provide contract start and renewal dates for this system also?

As per Q1, NFRS are currently out of contract.

Q1b Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?

There are no extension options for NFRS, we would need to purchase a new system.

Q1c Can you please provide annual support prices paid for each telephony system contract?

N/A, there are no support prices paid by NFRS.

Q1d Can you please provide the supplier's name(s) of each telephony system contract?

The supplier used by NFRS is Cisco.

Q1e Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?

Please refer to answer provided for Q1b.

Continued/...2



Q2 *Can you please provide the contract start and renewal date for the Fire and Rescue Service's current command and control system used for incident management and resource deployment?*

NFRS' contract start date was September 2018.

Q2a *Can you please indicate what options there are for extending the existing command and control contract beyond the renewal date?*

In NFRS, we are able to extend our existing contract or purchase a new system.

Q2b *Can you please provide annual support prices paid for the command and control system contract?*

The annual support prices are £35k.

Q2c *Can you please provide the supplier's name for the current command and control system contract?*

The supplier used by NFRS is Capita.

Q3 *Can you please provide the contract start and renewal date for the Fire and Rescue Service's Integrated Communications and Control System (ICCS)?*

NFRS' contract start date was September 2018 and renewal date is September 2023.

Q3a *Can you please indicate what options there are for extending the existing ICCS contract beyond the renewal date?*

In NFRS, we are able to upgrade or purchase a new system.

Q3b *Can you please provide annual support prices paid for the ICCS contract?*

The annual support prices are £26k.

Q3c *Can you please provide the suppliers name for the current ICCS contract?*

The supplier used by NFRS is Capita.

Q3d *Has the service already contracted with existing ICCS supplier to provide ESN related services and if so, please provide contract start and renewal date for these services?*

N/A

Q4 *Can you please provide the contract start and renewal date for the Fire and Rescue Service's Contact Management System used to record contact from members of the public with the Fire and Rescue Service's control rooms?*

NFRS' contract started in September 2015 with our next annual review due in September 2021.

Q4a Can you please indicate what options there are for extending the existing Contact Management contract beyond the renewal date?

In NFRS, we are able to extend our existing contract or purchase a new system.

Q4b Can you please provide annual support prices paid for the Contact Management System contract?

The annual support prices are £37k.

Q4c Can you please provide the supplier's name for the current Contact Management System contract?

The supplier used by NFRS is Ask-4.

Q5 Can you please provide the contract start and renewal date for the Fire and Rescue Service's Geographic Information System (GIS) used within the Fire and Rescue Service's control rooms for incident/contact management?

NFRS' contract started in September 2018 and renewal date is September 2023.

Q5a Can you please indicate what options there are for extending the existing GIS System contract beyond the renewal date?

In NFRS, we are able to extend our existing contract or purchase a new system.

Q5b Can you please provide annual support prices paid for the GIS contract?

Please refer to answer provided for Q2b, this is included within Capita's support costs.

Q5c Can you please provide the supplier's name for the current GIS contract?

The supplier used by NFRS is MapInfo.

Q6 Can you please provide the contract start and renewal date for the Fire and Rescue Service's Gazetteer System used within the Fire and Rescue Service's control rooms for address verification of incidents and contacts?

NFRS' contract started in September 2018 and end date is September 2023.

Q6a Can you please indicate what options there are for extending the existing Gazetteer System contract beyond the renewal date?

In NFRS, we are able to extend our existing contract or purchase a new system.

Q6b Can you please provide annual support prices paid for the Gazetteer System contract?

The annual support prices are £15k.

Q6c Can you please provide the suppliers name for the current Gazetteer System contract?

The supplier used by NFRS is Miso.

Q7 For each of the Fire and Rescue Service's Control Rooms, please provide the following information:

Q7a The address (including postcode)

NFRS' control room is located on Staverton Road in Daventry, NN11 4HN.

Q7b Whether the control room is:

- i. Always operationally manned (i.e. 24/7)
- ii. Only operationally manned during major incidents (i.e. Gold Command)
- iii. Only operationally manned when a live control room is evacuated (i.e. Fallback)

- i. Yes NFRS' control room is operationally crewed 24/7
- ii. N/A
- iii. N/A

Q7c Whether the control room is used to routinely:

- i. Answer non-emergency calls (i.e. general enquiry call centre)
- ii. Answer emergency calls (i.e. 999 call takers)
- iii. Dispatch officers and manage the responses to incidents (i.e. dispatcher).

- i. Yes our control room can answer non-emergency calls
- ii. Yes our control room answers emergency calls
- iii. Yes our control room dispatches officers and manages the response to incidents for NFRS

Q7d Can you please provide a breakdown of the number client workstations used within each control room for:

- i. Answer non-emergency calls (i.e. general enquiry call centre)
- ii. Answer emergency calls (i.e. 999 call takers)
- iii. Dispatch officers and manage the responses to incidents (i.e. dispatcher).

- i. There are 6 workstations for this function
- ii. There are 6 workstations for this function
- iii. There are 6 workstations for this function

Q7e Can you please provide the number of command and control clients that are browser based (if applicable)?

N/A

Q7f Can you please provide the number of command and control mobile data clients that are in use, either via a browser based application and/or APP installed on mobile device?

N/A

If I can be of any further assistance, please do not hesitate to contact me quoting reference NFRS2021-40-45.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Darby House
Darby Close
Park Farm Industrial Estate
Wellingborough
NN8 6GS

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF